



ENERGY &
ENVIRONMENT
AWARDS

Reasonable Adjustments Policy

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Purpose

This policy sets out our arrangements and procedure for recognising and applying a reasonable adjustment to ensure fair access to qualifications, including end-point assessments, for learners with a disability or learning difficulty in line with Equalities Law.

Energy & Environment Awards approved Centres must have in place their own reasonable adjustment policy and should refer to this Policy when creating and applying their own.

Definition

A reasonable adjustment is any agreed adjustment to assessment arrangements that helps to reduce the effect of a disability or learning difficulty that places the learner at a substantial disadvantage in a qualification, including end-point assessment, whilst maintaining the integrity, validity, reliability and equity of assessment or qualification. All learners, regardless of their reasonable adjustment, must still meet the minimum requirements to achieve the qualification or end-point assessment.

This means that the learner will receive recognition for their achievement against the criteria of a qualification or assessment, provided that by applying a reasonable adjustment, the learner does not receive an unfair advantage over another learner, for the same qualification or assessment.

A reasonable adjustment is agreed before the assessment takes place.

Scope

This policy applies to all Energy & Environment Awards qualifications, including end-point assessments.

This policy is part of a range of our policies, all of which are designed to protect learners who are registered with us and minimise the risk of an adverse effect occurring. All learners registered on Energy & Environment Awards qualifications, including end-point assessments, must be informed of the contents of the policy.

This policy should be read in conjunction with the Energy & Environment Awards Centre Agreement and Centre Handbook. Non-adherence to our policies, Centre Agreement and Centre Handbook may constitute malpractice and/or maladministration.

Awarding Organisations and Centres are only required to do what is 'reasonable' in terms of giving access. What is reasonable will depend on the individual circumstances, evidence provided, cost implications, the practicality and the effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, will also be taken into consideration.

Where conditions and situations arise that are not addressed in this policy, please contact us for guidance via enquiries@energyenvironmentawards.co.uk

Examples of entitlement to a reasonable adjustment

The Equality Act 2010 defines disability as “a physical or mental impairment which has substantial and long-term adverse effect on a person’s ability to perform normal day to day activities”. Individuals providing evidence of the following, will be considered for reasonable adjustments:

- Permanent physical impairment, e.g. cerebral palsy and multiple sclerosis.
- Behavioural, emotional, social needs, e.g. chronic depression and autism.
- A sensory impairment, e.g. hearing impairment and visual impairment.
- Specific cognitive difficulties, e.g. dyslexia and memory loss.
- Motor difficulties, e.g. hand/ eye co-ordination and difficulty moving hands / arms.

The list set out above is not exhaustive and it is recognised that certain learners may fall within more than one of the categories set out above.

What reasonable adjustments might be possible?

Applications for reasonable adjustments will be individually considered, and decisions may vary according to the exact nature of a learner’s everyday needs and usual method of working. Further detail on reasonable adjustments is provided on Page 10 and may include:

- Allocation of extra time.
- Support of a personal assistant
- Rest or time breaks
- Support of a sign language interpreter
- Support of a scribe or amanuensis
- Use of assistive technology
- Support of a reader
- Braille paper
- Use of alternative assessment locations
- Alternative fonts, coloured paper, or contrasting background colours

This is not an exhaustive list, and other adjustments will be considered case-by-case based on evidence provided. We will and, will expect Centres to consider all requests and endeavour to accommodate learners' needs, in line with this policy.

All requests will be considered based on the evidence received. Some adjustments may not be considered reasonable if they:

- Do not meet the published criteria;
- Are not supported by appropriate evidence;
- Involve unreasonable costs to Energy & Environment Awards;
- Involve unreasonable timeframes; for example, Braille papers cannot be produced at short notice; or
- Affect the security and integrity of the qualification or assessment.

Adjustments **must not** put in jeopardy the health, safety and well-being of the learner or any other person.

How to Apply for Reasonable Adjustments

Energy & Environment Awards is responsible for making the decisions in relation to reasonable adjustments in the delivery of end-point assessment.

For Energy & Environment Awards qualifications, there are some decisions which can be made by Centres and others which must be approved by us. Our

Qualifications Centre Handbook provides further clarification on these differences, and in all cases, evidence must be provided for decisions to be made, and these will be scrutinised by Energy & Environment Awards external quality assurers (EQAs).

Reasonable adjustments must be applied for by a learner's Employer or Centre. If applied for by the Centre, the Employer must sign to support the application for reasonable adjustment.

Learners must be fully involved in any decisions about adjustments or adaptations. This will ensure that individual needs can be met, whilst still bearing in mind the specific assessment criteria for a particular qualification or end-point assessment.

The application form is in Appendix A.

Applications must be supported by appropriate documentary evidence. For end-point assessment, applications must be submitted at least **three months** before end-point assessment activities are due to commence.

Applications must be submitted via ACE360 by accessing the apprentice's record and selecting the **'Reasonable Adjustment Requested'** option. The completed **Appendix A** form and all supporting evidence must be uploaded to the **Shared Documents** area within the apprentice's ACE360 record.

Any queries relating to reasonable adjustments should be directed to **enquiries@energyenvironmentawards.co.uk**.

Where a Centre delivering Energy & Environment Awards qualifications has applied a reasonable adjustment for a learner, the evidence will be subject to external quality assurance monitoring and sampling activity.

What documentary evidence is required?

We require documentary evidence which outlines the nature and severity of a learner's disability, which should be from an appropriate independent professional e.g. medical doctor or specialist consultant.

Disability	Documentary Evidence
Visually Impaired	Appropriate professional providing a written, dated and signed statement OR a certificate of registration as blind or partially sighted
Hearing Impaired	Appropriate professional providing a written, dated and signed statement
Dyslexic	Appropriate professional providing a written, dated and signed statement OR report form a learning support professional or educational psychologist
Other Medical Conditions	Appropriate professional providing a written, dated and signed statement

We will consider the evidence provided, request further information or clarification and notify the decision in line with this policy.

The provision of reasonable adjustments at assessment without approval or supporting evidence will be treated as malpractice.

Responsibilities for the Provision of Reasonable Adjustments

Arrangements for the provision of reasonable adjustments are the responsibility of the Employer. However, where equipment or external human resources such as a scribe, are required, the Centre and learner may have access to and be able to provide the equipment or resource.

For end-point assessment, we will take reasonable steps to source equipment and resources if other parties are not able to do so, but such provision is chargeable.

Reasonable Adjustments during Assessment

Strict guidelines must be maintained during assessments, for example:

- a) The support of a reader should be solely to read text and not to advise the learner. They cannot offer suggestions or any other support, which could be seen as giving the learner an unfair advantage. We would expect the reader to not have a conflict of interest in undertaking this task; however, we acknowledge that it may be appropriate to have had previous working experience with the learner, details of which should be included in the request
- b) Modification to equipment, disability aids and input display devices

including adapted keyboard, large monitor, synthesisers must be approved by us in advance of the end-point assessment or must be documented as part of the evidence requirements for external quality assurance monitoring for qualification delivery.

- c) Learners cannot talk to third parties during rest or time breaks apart from the Assessor or invigilator.
- d) For end-point assessment, we will ensure that all independent assessment facilities comply with the relevant legislation for learners with reasonable adjustments. It is the responsibility of the Employer and/or Centre to ensure that assessments held on their premises meet regulatory requirements. Should the location need to accommodate a third-party support, a separate room must be provided.
- e) We will ensure that the invigilator or other authorised third party has prior information of the reasonable adjustment that has been authorised.

Types of Reasonable Adjustment

1. Allocation of Additional Time

Extra time will be permitted, as appropriate to each learner, in line with this policy.

The typical time extension is 25% if a learner has a disability or is not able to take the assessment in their official or native language **when this is allowed as part of a qualification**. A learner cannot request any more than 25% extra time due to language limitations.

Up to 100% extra time can be provided due to a disability dependent on each learner's particular needs if this is requested and evidenced by an appropriate professional.

2. Support of a Personal Assistant

A learner can request the support of a personal assistant if they need someone to help with personal care / assistance during the assessment or qualification.

Personal assistants cannot give factual or practical assistance or offer any suggestions or advice or information which could be seen as giving a learner an unfair advantage.

3. Rest Breaks

A learner can request a rest break if they suffer from fatigue, physical or mental disabilities or for religious obligations. The rest break will be seen as part of their extra time request and can be taken at any time during the assessment. Women who are pregnant are also allowed to use the toilet although no extra time is awarded for pregnant women.

It is important that the learner does not discuss the assessment with any third party during any break period.

4. Support of a Sign Language Interpreter

A learner can request a sign language interpreter if they are hard of hearing, to undertake the role of conversing with others on the learner's behalf. The interpreter can say a phrase or particular word as well as re-phrasing using sign language or by writing it down. They must not give factual or practical help, offer any suggestions or advice or information which could be seen as giving the

learner an unfair advantage. We expect the learner or their Employer to source the interpreter although if this is not possible, for end-point assessment, we will make reasonable efforts to locate a suitable person and should this be the case, this service would be chargeable.

5. Support of a Scribe / Amanuensis

A learner can request a scribe if they have limitations with writing down the answers such as a physical or visual impairment or a specific learning difficulty. The scribe's role will be someone who will write down their dictated answers to the questions. They must write down the answers exactly as they are dictated. They must not give factual help nor offer any suggestions or advice or information which could be seen as giving the learner an unfair advantage. This form of support is only available for knowledge assessments.

6. Use of Laptop and Adaptive Technology (Assistive or Access Technology)

A learner can request to use adaptive, assistive or access technology which enables them to access computer systems if they have particular needs. Where possible for end-point assessment, we expect the apprentice to use an Employer's or their own laptop and software. A learner will only be able to have access to the relevant programme or programmes and all equipment will be checked by the Assessor or Invigilator prior to the start of the assessment. For end-point assessment, if a learner has no access to equipment, we will make reasonable efforts to source the same or similar equipment, for which there would be a charge.

If we are unable to source suitable equipment, then we will advise the learner accordingly and they will be responsible for either sourcing suitable equipment or using what can be made available to them by their Employer or Centre. The list below is indicative of the most common assistive technologies available but should be used as a guideline only.

Hardware:

- a) Alternative keyboards and mice including:
 - a. Braille labelled keyboards or home-row key indicators
 - b. Joysticks, trackerballs, mouse keys on the keyboard mouth stick
- b) Braille display

- c) Switches (alternative input to keyboard and mouse, used by learners with physical disabilities)
- d) Large monitors
- e) Headphones and volume adjustment for use with voice output / input software packages

Software:

- a) Operating system accessibility features such as sticky keys, filter keys, mouse speed adjustments
- b) Screen magnification software
- c) Screen reading software (supporting both users with visual impairment and dyslexic users)
- d) Input devices – eye/head operated pointing devices or on-screen keyboards

7. Support of a Reader

A learner can request a reader if they have a visual impairment or specific learning difficulties which would benefit from the support of a reader. They will be able to read all or any part of the assessment instructions, questions or answers to the learner. They can only read the exact wording and must not give meanings of words, rephrase or interpret anything. They should only repeat instructions and questions on the paper when specifically requested to do so by the learner. They cannot advise the learner on which questions to do, when to move on to the next question, or the order in which the questions should be answered. The reader cannot provide any practical support or guidance or other information during the assessment process.

8. Use of Alternative Assessment and Assessment Locations

A learner can request the use of alternative premises to take an assessment if this benefits them due to a physical disability and where the alternative location does not materially impact on the integrity of the assessment process or compromise the competence being assessed. Locations must comply with the requirements of the Equality Act, Health and Safety Regulations as well as disability access regulations and Centres are also required to meet these standards when hosting an assessment.

9. Alternative Format of Assessment Papers

A learner can request a paper-based assessment and changes to the knowledge

test format to enhance accessibility including font and/or font colour to any size and colour within reason. We can offer different coloured paper for dyslexic learners. Where the competence being assessed is not compromised braille papers can also be made available on request, but this will require extra time as the paper will need to be sent externally to be printed and verified.

Similarly, our on-screen assessments within qualifications have accessibility options, which include font size and colour and background colour, which can be amended to suit each learner's preference for each assessment.

Centres must have in place and evidence, for external quality assurance purposes, arrangements to deal with alternative formats or accessibility formats on screen for learners undertaking qualifications.

10. Adjustments on grounds of Pregnancy

A learner is entitled to go to the toilet if they are pregnant, but they are not entitled to extra time unless there are other medical conditions that would allow them to request extra time. Reasonable adjustments are not available on practical assessments where they will compromise the assessment process.

If a learner became pregnant during their apprenticeship on-programme journey and will reach a stage of pregnancy during end-point assessment that is unsafe or places them at risk during on-site work, then their entry to end-point assessment will need to be delayed. If their pregnancy places them at risk during their on-programme journey, then they are able to take a break in learning in accordance with the Education and Skills Funding Agency rules.

11. Other Reasonable Adjustments

The reasonable adjustment arrangements listed here are not intended to be comprehensive. Other reasonable adjustments will be considered on a case-by-case basis in line with this policy.

Appendix A

Application for Reasonable Adjustments

Name of the Employer:	
Name of the Centre:	
Apprenticeship/ or Qualification title:	
Date of assessment if known:	

Learner's Name	End-point Assessment Component (eg, knowledge test)/ or Qualification Assessment details	Disability or Learning Difficulty	Reasonable Adjustment(s) Requested	Supporting Evidence Provided

Declaration

I confirm that the above learner(s) have been assessed as requiring reasonable adjustments, that the learner has been fully involved in any decisions about adjustments/adaptations.

Role and Signature of Employer representative

Signature of Centre representative

Date

Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of Energy & Environment Awards, to ensure it remains fit for purpose and the process, including its outcomes, is deliverable.

It is also reviewed as part of Energy & Environment Awards continuous improvement monitoring through its annual self-assessment arrangements.

Version History

Version	Date Approved/Issued	Summary of Changes	Author/Reviewer
1	December 2025	New policy created and issued for implementation	Gemma Collett
1.1	July 2026	Minor amendment, update to the process for requesting a RA. Requests can be made via ACE360	Denise Thomson

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